



**Department  
of Health**

Medicaid  
Redesign Team

# **Health Home Redesignation**

**August 12, 2015**

# Agenda

- What is Redesignation?
- The Process
- Getting Ready
- Survey Tools
- The Site Visit
- Exit Conference
- Notification

# What is Redesignation?

- After the initial three year period of designation, DOH is required to review Health Home performance to determine whether Health Homes should be approved to operate beyond the initial three year designation period.
- DOH and its State Implementation Partners (OMH, AI, and OASAS) will conduct a collaborative review to determine whether Health Homes across the State are in compliance with Health Home standards.
- CASA Columbia will gather information for its evaluation of the Health Home Program.

# What is Redesignation?

Redesignation of Health Homes will be determined based on:

- Compliance with Federal and State Standards and requirements
- Health Home goals to reduce preventable hospitalizations and emergency room visits, and avoid unnecessary care
- Governance and operational integrity
- Evidence of positive interventions, better integration of care and improved outcomes for members
- Ability to develop capacity and capabilities to fully participate in the BH integration, DSRIP and other initiatives

# A Two-Part Process

## **Pre-Survey:**

DOH will review performance data to evaluate the overall performance of the Health Home and its CMAs.

## **Site Visits:**

Site visits will be conducted at each Health Home and will include an evaluation of three selected CMAs.

# Getting Ready

- Health Homes will be contacted by DOH to establish a date for the site visit.
- A Notification Letter will be sent to Health Homes by DOH confirming the date of the redesignation site visit and the care management agencies to be involved.

# Getting Ready

- DOH will provide a list to each Health Home containing 30 records (10 per care management agency) that will be reviewed during the site visit.
- To ensure the privacy and security of member identity, Health Homes will be asked to assign a unique, anonymous identifier for each of the 30 member records and provide a copy of this list to DOH securely through the HCS.

# Getting Ready

- Staff from the DOH Health Home program, State Partner agencies (OASAS, OMH, AI and OQPS), and the State external evaluation partner (CASA Columbia) will be conducting site visits at each Health Home.
- Site visits will be conducted in order of the Health Home's phase of enrollment (Phases 1, 2, and 3) and based on outcome of data analysis.
- Site visits are expected to take at least two full days at each Health Home.

# Getting Ready

- Health Homes are asked to have separate areas available for the survey team to conduct site visits (e.g., Health Home and care management agency staff reviews, record reviews etc.).
- Shortly before the site visit, Health Homes will be notified of selected member records for review by NYSDOH and State Partners. A sample of thirty (30) member records, ten (10) per care management agency, will be reviewed.

# The Survey Tools

DOH, in conjunction with State Partners (OMH, AI, OASAS, OQPS, Managed Care) and CASA Columbia, have developed Survey Tools:

- **Part One:** Health Home Provider Qualification Standards and Requirements (includes provider qualification standards as published on the Health Home website and attested to by each Health Home as part of the original designation process, plus a readiness assessment against newer requirements)
- **Part Two:** HIT Provider Standards (includes an evaluation of HIT standards 6a-6g)
- **Part Three:** Administrative Requirements (includes a review of requirements in the Health Home Provider Manual)
- **Chart Review Tool** (Used for a review of the 30 member records)

# The Site Visit

**DAY 1:** An Entrance Conference will be conducted by the State team (DOH, State Partner agencies, CASA) on the morning of the first day. This will include staff of the Health Home and care management agencies together. The Entrance Conference will include:

- Introductions
- Review of assessment schedule and process
- Health Home governance and infrastructure
- Role and relationships in DSRIP, HARP, and MC
- Care management model
- HIT platform

Following the Entrance Conference the State Team will go through the Survey checklists.

# The Site Visit

**DAY 2:** A Care Management Agency Conference will be held on the morning of the second day. The State team will meet with staff from the three selected care management agencies. Topics of discussion will include:

- Roles and Responsibilities of CMA personnel
- Staffing Model
- Relationship building
- Contracting
- Billing/Payment
- Use of HIT and data analytics

Following the conference the State team will split up into three separate groups and conduct reviews of ten charts with each of the three care management agency staff, using the chart review tool.

# Exit Conference

At the end of Day 2 an Exit Conference will be held.

- State Team, Health Home and care management agency staff to participate.
- A general summary of the assessment will be provided.
- The Health Home and care management agencies will have an opportunity to ask and answer any questions.

# Notification

- The State Team will consolidate information and formulate their findings from the site visit.
- DOH will provide notice to each Health Home and a copy to each participating care management agency which will include:
  - Summary of overall findings
  - Redesignation status
  - Corrective action needed (if identified) and timeframe for response
  - Contingencies (if identified)

# Useful Contact Information

- Visit the Health Home website:  
[http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/)
- Get updates from the Health Homes listserv. To subscribe send an email to:  
[listserv@listserv.health.state.ny.us](mailto:listserv@listserv.health.state.ny.us) (In the body of the message, type SUBSCRIBE HHOMES-L YourFirstName YourLastName)
- To email Health Homes, visit the Health Home Website and click on the tab “Email Health Homes” [http://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/](http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/)
- Call the Health Home Provider Support Line: 518-473-5569.